

CLAS Culturally Competent Practice Subcommittee
Meeting Minutes
August 13, 2007
250 Washington Street, Boston
Conference Room 5B
2:45pm – 4:15 pm

Present: Monica Reyes, Ron O'Connor (facilitator), Sheila Nelson, Christine Haley
Medina (minute taker), Sophie Lewis, Jen Parks, Janice Mirabassi, James Destine
Regrets: None

Absent: Marissa Chiang, Jose Morales

Meeting called to order: 2:49pm

I. Memo

- A. Coordinating Committee asked for subcommittees to develop work plan
 - 1. CCP committee previously working on definitions
 - 2. Will continue to work on definitions at next meeting
 - 3. Group will work on plan today, will work on budget and timeframes at separate meeting
 - 4. Understand work plan as a road map
 - 5. RFR workgroup also meeting, HIV assisting in developing CLAS standard language

II. Work Plan

A. Standard One

- 1. Framework: Define/Assess/Implement/Evaluate
- 2. Is this a work plan for the group, or for the overall initiative?
 - a. the Coordinating Committee will sort through overlap, CCP's task is to develop plan
- 3. ADA process
 - a. DPH wrote strong sample policy, about ½ of the agencies adopted the policy "as is"
 - b. Positives and negatives to this approach
 - i. as contract manager, can make agency comply to the strength in policy
 - ii. agencies might not internalize policy, might copy it and put in policy manual
 - iii. contract managers can re-write certain parts of the policy to fit with organization
 - iv. most agencies have done something around cultural competence; maybe we can ask them to identify their CLAS related policies
 - v. could create a checklist that agencies could use, to identify what policies currently have, what policies still need development

- vi. could provide agencies with the worksheet that links JCAHO standards with CLAS standards
 - vii. checklist provides flexibility for vendors and smaller CBOs
4. **To replace 5 & 6 : “Develop a checklist of core culturally competent care standards for use in assessing vendors policies and procedures”**
- a. could include: self assessment checklist,/tool
 - b. contract assessment tool needed
 - c. Janice can show us what ADA did
 - d. Sheila has seen tools GLBT programs have utilized
 - e. at next meeting can bring examples of tools

B. Standard 2

1. Framework: define, assess, implement, evaluate
2. **Develop guidance/promote best practices in recruit, retain diverse staff**
 - a. provide tools for agencies to assess demographic characteristics of service areas
 - b. not only recruit, but retain and promote;
 - c. Are there ways that vendors can do internal assessments around cultural internal climate?; on-going monitoring of themselves?
 - d. how do hold agencies accountable?
 - i. If line staff is people of color and managers white women, how do address this?
 - ii. If agency has three Hispanic managers, were they promoted from within or hired from inside? Can the agency profile filter that out?
3. **Measure/assess work environment that supports advancement of diverse staff (external and internal) - implement**
4. **Provide guidance documents on recruitment, retaining and promoting diverse staff (both externally and within DPH)-implement policies**
5. **Ensure DPH contract managers incorporate monitoring of strategies to recruit, retain and promote diverse staff**
 - a. if we are going to ask for something that specific, need to provide trainings, boosters
 - b. we need to find a list of where they can get training independently
 - c. difficult to operationalize, we don't have the power to give them numbers of what agency should look like
 - i. we can do it with funding; e.g Minority AIDS initiative dollars;

- ii. “as part of annual performance assessment should have an advancement plan discussed with employee and supervisor”;
- iii. difficult to figure out how to get there
- iv. internal language in there so we “practice what we preach”
- v. possible interventions: provide guidance document on here are the newspapers you can recruit, part of MOA process is they have to collaborate with recruiting new staff

E. Standard Three

1. Add **Evaluation**

2. Take out “**assess the training needs of State services...**”

3. Define best practices for training

- a. training model for diversity awareness

4. Assess the success for implementation; evaluate the training for DPH staff, put this in for contract managers; develop a list of outcomes and expectations around trainings

- a. when evaluating training, it isn’t did people like the training; but what was the impact of the training

III. Next steps

- A. Coordinating Committee will figure out where the overlap is
- B. CCP will get to look at overall work plan to see how the other teams approaching standards
- C. Next meeting – September 10 in Conference Room 5B; 2:45-4:15pm
- D. James and Ron will review the notes from today, will sequence, ideas on timeframe

Meeting adjourned: 4:04